

## Traffic and Revenue Highlights

For the first half of FY 2011 (July through Dec. 2010) traffic and revenue grew 2.2% and 1.9% respectively over the same six-month period of FY 2010. Most of that growth was eaten away by the impact of the winter storms in January and February, along with the high gas prices that materialized in

April and which continue to linger. FY 2011 ended with traffic up 0.4% (at 108.7M transactions) and revenue up 0.2% (total of \$116.7M) as compared to FY 2010. Traffic on the

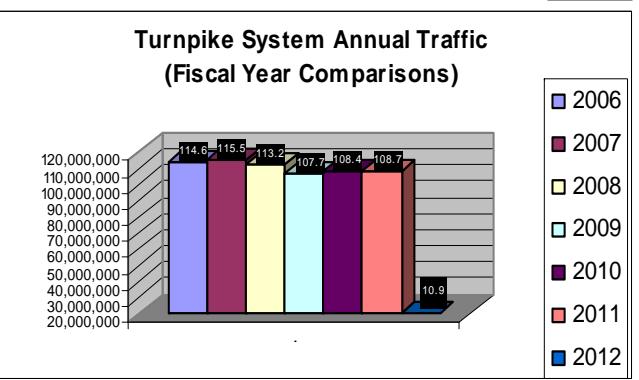
Turnpike System peaked in FY 2007 at 115.5M and continues to rebound after dipping to 107.7M in FY 2009.

### E-ZPass Total Market Share FYTD (July 1, 2010—June 30, 2011)

Plaza	Traffic	Revenue	%	*Out-of-State Revenue	%	System Total
Hampton Main	22,331,495	\$ 48,747,299	41.8%	\$ 34,811,642	71.4%	
Hooksett Main	24,613,568	\$ 23,481,598	20.1%	\$ 7,461,854	31.8%	
Bedford	17,700,336	\$ 16,321,185	14.0%	\$ 4,483,206	27.5%	
Hampton Ramp	12,922,515	\$ 9,436,649	8.1%	\$ 3,383,833	35.9%	
Dover Plaza	13,026,151	\$ 8,891,681	7.6%	\$ 2,066,166	23.2%	
Rochester	8,083,449	\$ 5,476,466	4.7%	\$ 1,262,758	23.1%	
Merrimack Exit 11	3,368,053	\$ 1,397,025	1.2%	\$ 186,968	13.4%	
Merrimack Exit 12 (Bedford Rd)	2,829,709	\$ 1,179,537	1.0%	\$ 155,603	13.2%	
Hooksett Ramp	2,332,012	\$ 1,136,442	1.0%	\$ 182,256	16.0%	
Merrimack Exit 10 (Industrial Dr)	1,516,567	\$ 682,108	0.6%	\$ 245,801	36.0%	
	<b>108,723,855</b>	<b>\$116,749,990</b>		<b>\$ 54,240,085</b>	<b>46%</b>	

RANKING OF TRAFFIC & REVENUE REPORT Fiscal Year 2011					
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\*Estimated cash revenue for NII and out-of-state customers is based on the percentage of E-ZPass NII and out-of-state transactions, which correlate well with the license plate survey information contained in the Technical Memorandum completed by Vollmer Associates dated 9/25/03.



## Toll \$ Hard at Work for Our Customers

Progress continues in the Bureau's "Turnpike System Priority Capital Program". Among many objectives, a major goal of the program is to eliminate red-list bridges along Turnpikes facilities. Two projects in the Turnpikes' \$565M capital program have made strides towards this goal. The Merrimack 12105 (F. E. Everett Turnpike Bridge over the Souhegan River) and the Rochester 10620-K (NH 16 (Spaulding Tpk) over NH 125 and Cocheco River)) were recently completed and, as a result, eliminated 3 red-list bridges.

On the Merrimack 12105 project, the existing "Merrill's Marauders" Bridge over the Souhegan River, which was built in 1953, was widened and rehabilitated. Total construction cost was \$15.2 million and was initiated in the fall of 2008. Construction was completed by R. S. Audley, Inc. of Bow, NH.

Construction cost for the Rochester 10620-K Bridge replacement over NH 125 and the Cocheco River and roadway widening at Exits 11 and 12 along the Spaulding Turnpike project was \$18.2M. This project was

initiated in the spring of 2009 and constructed by SUR Construction of Rochester, NH.

Also, the Bedford 13527 project (US 3 Bridge replacement over the F. E. Everett Turnpike)

was awarded to the "design build" team of E. D. Swett, Inc. (Prime), Continental Paving, Inc. and The Louis Berger Group, Inc. This project utilized an innovative "design build" project delivery method, which requires the contracting team to complete the design from the 30% level through contract plans/documents and complete the construction of the project. Upon completion, which is anticipated in the fall of 2013, another red-list bridge on the Turnpike facilities will be eliminated. Costs for the remaining design and construction are \$9.9M.

On July 19, 2011, the Bow 13742-B contract was advertised which will eliminate two more of the Bureau of Turnpikes' red-list bridges upon completion. The improvements will replace the two I-93 bridges over I-89 which were built in 1957. The estimated project costs for the improvements are



# 2011 Summer/Fall

## The Road Ahead

NH Department of Transportation, Bureau of Turnpikes



### Hampton ORT Project Wins Award

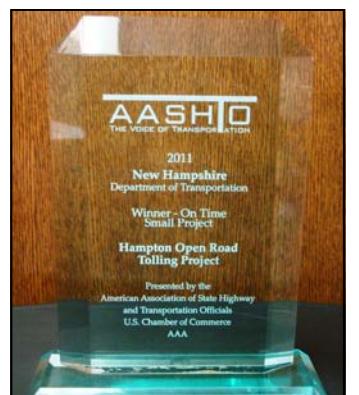
It was delivered on time and under budget, and a year later the Open Road Tolling (ORT) enhancement at the Hampton Tolls on I-95 is more than living up to its promise. The speed by which the challenging project was accomplished has been recognized with an "American Transportation Award", winning in the "On Time -

*"It has certainly added to the quality of the trip and our appreciation for NH." — ORT customer*

tremendous work being done by state departments of transportation. This year's entries are particularly outstanding because of the immediate benefits they bring to the communities they serve and because they demonstrate a high level of creative problem solving."

This \$17M dollar project to convert the Hampton mainline toll plaza to open-road tolling was successfully completed on a fast-tracked 16-month schedule that included 10 months of construction. According to the award recognition statement, "the conversion to open road tolling allowed the New Hampshire DOT to cost-effectively increase traffic capacity and safety at the toll plaza."

Winners from regional competitions will compete for the national Grand Prize and People's Choice Award, which will be presented at the AASHTO Annual Meeting on October 16 in Detroit.



Above: AASHTO "On-Time Small Project" Award

Below: NHDOT team involved with implementing the Hampton ORT Project



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## Summer Maintenance and Operations

While no special, or out-of-the-ordinary projects have taken place so far this summer, Turnpikes maintenance forces have been quite busy trying to keep up with all of the "routine" tasks required.

At the end of winter, it is extremely important that all equipment such as salt spreaders and anti-icing, pre-wet systems are thoroughly cleaned and lubricated prior to being put away for the summer. One small spec of salt left on a metal surface over the warm summer months can result in significant corrosion. Considering the Bureau of Turnpikes owns and operates 41 salt spreaders, ranging from 1.5 cubic yards to 11 cubic yards capacity, and approximately 80% are equipped with pre-wet systems, this is no minor task.

When transitioning from winter to summer, the maintenance staff is also busy removing Bureau-owned plow gear from hired plow trucks. The Bureau of Turnpikes owns and operates 44 plow trucks and hires approximately 90 privately owned and operated trucks each winter. While it is preferred that any hired truck come equipped with its own plow gear, each year the maintenance staff ends up mounting Bureau-owned plow gear onto hired trucks that are not equipped with their own gear. Of course, these trucks are paid a lower hourly rate than those that come fully equipped.



Turnpikes employees are innovators with a "Can-Do" attitude. What looks like a simple device could save a lot of sore backs for those removing storm grates. This "grate remover", designed and built by Turnpikes highway maintainer, Mike Caron, recently took first place for innovations at a NHDOT Maintenance Rally which showcases skills of maintenance operators.



For unknown reasons, it seemed that the winter of 2010/2011 resulted in an unusually large number of guardrail hits. Through the month of June, Turnpikes maintenance staff had repaired approximately 45 guardrail hits throughout the Turnpike system.

This past winter also proved to be hard on roadside delineation. Through the month of June, Turnpike maintenance forces have either repaired or replaced approximately 1,500 damaged delineator posts.

Once the snow melts, an entire winter season of trash and debris is exposed making an unsightly mess. Unfortunately, trash and debris accumulates almost as fast as it is picked up. In the early spring, maintenance forces put a heavy emphasis on cleaning up what winter has left behind. Through the month of June, Turnpike maintenance employees have spent almost 6,000 man hours picking up trash and debris from the roadside.

Once winter maintenance equipment is properly taken care of, snow fences removed, roadside delineation restored, damaged guardrail repaired and the bulk of the trash picked, we are well into mowing season. Roadside vegetation is mowed not only to keep the Turnpikes aesthetically pleasing, but to maintain line-of-site visibility. If roadside vegetation is not cut back, large brush and small trees can grow very quickly and to clear those later is a larger and more expensive operation.

This summer, the Bureau of Turnpikes is performing an extensive inspection of the drainage system. Although drainage is inspected annually, this time around we are obtaining GPS coordinates and detailing the condition of each inlet and outlet. This information will then be used to categorize the condition of the drainage in regard to what can be repaired using Turnpike forces, what will require the use of rented equipment and what will be required to be put out as a contract.



Among the many summer maintenance items, keeping the highway shoulders clean and mowed adds positively to both safety and overall appearance. Here, highway maintainer, Robert "Pete" Yeaton, works in close proximity to traffic to get the job done.



Additional projects slated for this summer include re-leveling shoulders on the Central Turnpike, tree trimming, and creating a stock yard at the Hooksett Maintenance Facility.

On May 20th, 2011 the Bureau of Turnpikes began operating a service patrol on I-95 from the Massachusetts border to Exit 7 in Portsmouth. It operates each weekday through the morning and evening commuting hours, Saturdays from 9:00 AM to 5:00 PM and Sundays from 10:00 AM to 6:00 PM.

The service provides small quantities of gasoline, oil and other fluids, water for overheated vehicles, jump starts, tire changes, as well as other related assistance. The service patrol will continue to operate through Labor Day Weekend (see related article on page 3).

Motorists stranded with minor vehicle problems on Interstate 95 from Portsmouth to Seabrook are now getting help from the same type of roadside service that has been running on the southern section of Interstate 93 for three years. The Turnpikes Bureau introduced "service patrols" on I-95 in May, from Exit 7 to the Massachusetts state line during early morning and afternoon commuting hours.

The \$40,000 service patrol initiative is a three-month pilot project during I-95 peak summer traffic. Outfitted pick-up trucks operated by NHDOT Turnpike personnel make continuous loops between Exit 7 in Portsmouth and Exit 60 in Salisbury, Massachusetts, stopping for all incidents encountered. The service patrols



Bureau of Turnpikes Service patrol vehicle ready to go on patrol to assist Turnpikes customers.

are operating during early morning and late afternoon hours from Monday through Friday, and for eight hour periods on Saturdays and Sundays.

Minor incidents like flat tires and running out of fuel on a congested highway have the

potential to cause secondary incidents, which are typically more serious in nature. Service patrols can help reduce the potentially significant impacts of otherwise minor incidents by lending assistance to stranded motorists. Also, studies have shown that even minor incidents on the shoulder of a busy highway can have a significant impact on lane capacity, vehicle speeds, and driver safety because drivers tend to shy away from fixed or still objects near the travel way.

The established I-93 service patrols, from the state line to Exit 5, have been very well received by motorists and NH State Police. Results have shown reduced vehicle breakdown time by approximately 102 hours per month.

## New Service Patrols Provide Important Role

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## NHDOT Partners with AAA

The Bureau of Turnpikes has partnered with well-respected AAA of Northern New England to help raise E-ZPass use on its roads. As of June 30, 2011, AAA had sold 515 E-ZPass On-the-Go transponders (registered), at its New Hampshire stores and select Vermont and Maine stores.

AAA has received a lot of positive feedback from its customers who have responded positively to the convenience of getting their transponders right at the store and then using it immediately while heading out onto the

highway. AAA and the Bureau of Turnpikes will be doing joint promotion events in the future to help promote sales and provide information to customers inquiring about how E-ZPass works.

Future Turnpikes plans include partnering with other retail establishments and auto dealers in and around the Turnpikes highways with a goal of continually increasing E-ZPass use in NH, currently at approximately 64% of all toll transactions system-wide.



Above, Bureau of Turnpikes Toll Manager, Robert Christensen (on right), meets with AAA representatives, Matt McKenzie, VP of Marketing and Public Affairs (center) and Nick Wallner, Manager of the Concord, NH AAA office (left).

## E-ZPass On-the-Go, Even E-Zer

There are no lines and no waiting with E-ZPass "On-the-Go." The NHDOT is adding to the benefits of electronic tolling with the introduction of a transponder that can be used immediately anywhere E-ZPass is accepted. E-ZPass On-the-Go is a ready-to-use, convenient option as a gift, for vacationers, or for anyone looking to travel as far south as Virginia or west to Indiana. The goal of this effort is to provide another E-ZPass customer service feature.

The pre-programmed E-ZPass transponders with \$9.05 in pre-loaded tolls can be purchased at AAA Offices in New Hampshire, Vermont and Maine for \$30. The balance of \$20.95 is the cost of the transponder. NHDOT has also held several successful promo sales events where On-the-Go transponders have been sold (see photo to right).



Below, one of two Bureau of Turnpikes E-ZPass On-the-Go remote sales set-ups. Here employees are working at the Seabrook Rest Area.